

Task Order 113 – CM Data Mart Operations

CM Data Mart Operations Monthly SLA Metrics Report **Deliverable 113.1.1h**

Period Ending: 5/31/03



F E D E R A L
S T U D E N T A I D

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Task Order 113 – CM Data Mart Operations

Introduction	3
CM Data Mart Availability for Production	3
CM Data Mart Operations Status	4
Work Accomplished During This Period	4
Issues or Anticipated/Current Problems	4
Planned Work for Next Period.....	4
Help Desk Monthly Throughput (CM).....	5
Help Desk Request Summary (CM)	6
Help Desk Request Details (CM)	7



Task Order 113 – CM Data Mart Operations

Introduction

This is the May monthly report for Task Order 113 - CM Data Mart Operations. The purpose of this task order is to provide the capability to sustain the CM Data Mart. The report information will be provided separately for each system.

CM Data Mart Availability for Production

**Note: Downtime for backups and scheduled outages are not shown

Date	Availability (%)	Notes
Thurs – May 1	100%	
Fri – May 2	100%	
Sat – May 3	100%	
Sun – May 4	100%	
Mon - May 5	100%	
Tues - May 6	100%	
Wed - May 7	100%	
Thurs - May 8	100%	
Fri - May 9	100%	
Sat - May 10	100%	
Sun - May 11	100%	
Mon - May 12	98%	
Tues - May 13	100%	
Wed - May 14	100%	
Thurs - May 15	100%	
Fri - May 16	100%	
Sat - May 17	100%	
Sun - May 18	100%	
Mon - May 19	100%	
Tues - May 20	100%	
Wed - May 21	100%	
Thurs - May 22	100%	
Fri - May 23	100%	
Sat - May 24	100%	
Sun - May 25	100%	
Mon - May 26	100%	
Tues - May 27	100%	
Wed - May 28	100%	



Task Order 113 – CM Data Mart Operations

Date	Availability (%)	Notes
Thurs - May 29	100%	
Fri - May 30	100%	
Sat – May 31	100%	

CM Data Mart Operations Status

Work Accomplished During This Period

- Completed load and reconciliation of Demographic data for April in Production environment.
- Completed reconciliation/aggregations for April data in the Production Environment.
- Begin loading May data as it was received from FMS in the Production Environment.
- Added new transaction Ids to d_txn_map table.
- Provided daily monitoring of CM data mart availability.
- Continued tracking SIRs and enhancement requests.
- Continued to update user login information (add, remove, and reset IDs).
- Completed Data Mart Migrations for CM.
- Held bi-weekly CM Meetings with Power Users.
- Assisted Power Users with MicroStrategy report creation.
- Developed and amended mappings in Informatica to provide data to MicroStrategy reports.

Issues or Anticipated/Current Problems

- None

Planned Work for Next Period

- Continue MicroStrategy reporting enhancements and completion of outstanding SIRs.
- Continue to provide daily monitoring of CM Data Mart.
- Continue to update user login information (add, remove, and reset IDs).
- Continue issue resolution for open CM SIR requests.
- Complete Load/Reconcile data for May for IF010, IF020, G-Records, and Manual Transactions.
- Load monthly Demographic data for May in Production environment.
- Run full aggregation in Production for May data (aggregations with Demographic data).
- Begin loading June data as it is received from FMS in the Production Environment.



Task Order 113 – CM Data Mart Operations

Help Desk Monthly Throughput (CM)

Data Request (1 Time)

Category	ASAP	High	Medium	Low	Total
Carry Forward	0	0	0	0	0
New	0	0	0	0	0
Closed	0	0	0	0	0
End of Month Balance	0	0	0	0	0

Data Request (Multiple)

Category	ASAP	High	Medium	Low	Total
Carry Forward	0	2	0	0	2
New	0	0	0	0	0
Closed	0	0	0	0	0
End of Month Balance	0	2	0	0	2

Help Desk Request

Category	ASAP	High	Medium	Low	Total
Carry Forward	1	0	0	0	1
New	0	0	0	0	0
Closed	1	0	0	0	1
End of Month Balance	0	0	0	0	0

System Change Request

Category	ASAP	High	Medium	Low	Total
Carry Forward	0	0	0	2	2
New	0	1	0	0	1
Closed	0	0	0	2	2
End of Month Balance	0	1	0	0	1

Note: SIRs in POSTPONED and REJECTED status are not reflected in these numbers



CM Data Mart Operations Monthly SLA Metrics Report
Deliverable 113.1.1h

Task Order 113 – CM Data Mart Operations

Help Desk Request Summary (CM)

Total Requests: 13

ID	STATE	TYPE OF REQ	TITLE	Priority	OPEN	CLOSED
098	Postponed	Help Desk	Create Report procedure/job aid for PAR	1. ASAP	5/23/2002	
103	Postponed	System Change Request	Exporting to Excel	4. Within 90 Days	5/23/2002	
105	Postponed	System Change Request	Ad Hoc Custom Error Message	4. Within 90 Days	5/23/2002	
132	Postponed	Data Request (Multiple)	Create Operations FMS 600 Report	3. Within 15 Business Days	6/18/2002	
133	Postponed	Help Desk	Modify CFO Accounting FMS 600 Report	3. Within 15 Business Days	6/18/2002	
275	Postponed	Data Request (1 Time)	Loans in deferment or bankruptcy	3. Within 15 Business Days	8/9/2002	
116	Rejected	Help Desk	Need to add Accounts to D_FMS_ACCT Table	1. ASAP	6/6/2002	
378	Closed	System Change Request	ReLoad FY03 Demographic Data for Oct & Nov	4. Within 90 Days	2/11/2003	5/14/2003
397	Assigned	Help Desk	Review status of SSN reports for Release in Prod	2. Within 5 Business Days	3/7/2003	
412	Closed	System Change Request	Expand CMDM Table D_School Attributes	4. Within 90 Days	3/27/2003	5/22/2003
418	Assigned	Data Request (Multiple)	Mega record Year 9 (2002-2003) Ongoing	3. Within 15 Business Days	4/8/2003	
425	Closed	Help Desk	Web Error when printing multi-page report	2. Within 5 Business Days	4/16/2003	5/29/2003
195	Ready_for_Test	Data Request (Multiple)	TROR Reports returning incorrect numbers	3. Within 15 Business Days	7/16/2002	



Task Order 113 – CM Data Mart Operations

Help Desk Request Details (CM)

ID: MPOps00000098 **Title:** Create Report procedure/job aid for PAR 6/4/2003 1:43:26PM
State: Postponed **Priority:** 1. ASAP

Date Opened: 5/23/2002 4:00:00A **Target Date:** 6/30/2002 4:00:00A
Requestor: Jayasri Kuppasamy, 202-9 **Assigned:** Eric Merkel, 202-962-0881

Description:

SIR #414

Create Report procedure document/job aid for Portfolio Analysis Report

Activity Log:

ID: MPOps00000103 **Title:** Exporting to Excel
State: Postponed **Priority:** 4. Within 90 Day
Date Opened: 5/23/2002 4:00:00A **Target Date:** 9/23/2002 4:00:00A
Requestor: David Marker, 202-962-06 **Assigned:** Al Bradley, 202-962-0661

Description:

SIR #203

On all reports when you export to excel numbers that begin with zeros lose the zeros. For example the SSN 003287489 will appear as 3287489 once the report is exported to Excel. After exporting if you change the excel formatting to "Special/SSN" the 0's will appear, however for something like CRC code that starts with 0's you would have to change the formatting to text and then hand enter in the missing 0's

Activity Log:

===== State: Assigned by:abradley at 6/11/02 6:54:18 PM =====

Al-

At 6/4/02 Power Users meeting it was agreed that this issue is on hold pending upgrade to MSTR 7i. 7i has Windows like formatting available on the Web.

This issues is related to normal MS Excel export functionality. This issue can be discussed in training/process documentation on MS Excel export functionality.

The procedures for the above work-around were addressed in the Basic Web User course. The procedures will also be documented in the training materials.

===== State: Opened by:dmarker at 5/23/02 2:26:15 PM =====

This issues is related to normal MS Excel export functionality. This issue can be discussed in training/process documentation on MS Excel export functionality.

The procedures for the above work-around were addressed in the Basic Web User course. The procedures will also be documented in the training materials.

ID: MPOps00000105 **Title:** Ad Hoc Custom Error Message
State: Postponed **Priority:** 4. Within 90 Day
Date Opened: 5/23/2002 4:00:00A **Target Date:** 7/31/2002 4:00:00A
Requestor: David Marker, 202-962-06 **Assigned:** Al Bradley, 202-962-0661

Description:

SIR #351

Document: CM Data Mart Operations Monthly Metrics Report

Created By: Operations Support Team

Last Modified: 06/14/03 8:48 PM



CM Data Mart Operations Monthly SLA Metrics Report Deliverable 113.1.1h

Task Order 113 – CM Data Mart Operations

If the user selects a combination of attributes that are not in the same table an error message appears. This error message needs to be customized to be more user friendly

Activity Log:

===== State: Assigned by:dmarker at 5/24/02 9:57:42 AM =====

This SIR was mistakenly put as Ready for Test. It has not been worked on yet and is a low priority SIR so it will not be worked on for some time

<u>ID</u>	MPOps00000132	<u>Title:</u>	Create Operations FMS 600 Report
<u>State:</u>	Postponed	<u>Priority:</u>	3. Within 15 Bus
<u>Date Opened:</u>	6/18/2002 4:00:00A	<u>Target Date:</u>	7/2/2002 4:00:00AM
<u>Requestor</u>	Eric Merkel, 202-962-0881	<u>Assigned:</u>	Eric Merkel, 202-962-0881

Description:

Copy the FMS600 reports (monthly/weekly) located under CFO Accounting folder to Operations folder and modify to allow easier use during reconciliation (ie remove transaction detail, and add IF020 summary)

Activity Log:

<u>ID</u>	MPOps00000133	<u>Title:</u>	Modify CFO Accounting FMS 600 Report
<u>State:</u>	Postponed	<u>Priority:</u>	3. Within 15 Bus
<u>Date Opened:</u>	6/18/2002 4:00:00A	<u>Target Date:</u>	7/2/2002 4:00:00AM
<u>Requestor</u>	Eric Merkel, 202-962-0881	<u>Assigned:</u>	Eric Merkel, 202-962-0881

Description:

Modify the FMS 600 reports available to power users (monthly and weekly located under CFO Accounting folder) by adding IF020 transactions

Activity Log:

<u>ID</u>	MPOps00000275	<u>Title:</u>	Loans in deferment or bankruptcy
<u>State:</u>	Postponed	<u>Priority:</u>	3. Within 15 Bus
<u>Date Opened:</u>	8/9/2002 4:00:00AM	<u>Target Date:</u>	
<u>Requestor</u>	Allen Proddgers, 202-377-3	<u>Assigned:</u>	

Description:

The request comes from default management. For the months of 10/96 through 9/01 they want the number of loans entering (effective date): unemployment deferment
economic hardship
and bankruptcy

They also want it broken down by type and control.

Waiting to hear from the requester. Expect a two week delay.

I've attached a sample of the format which you can use as a guide.

Activity Log:

<u>ID</u>	MPOps00000116	<u>Title:</u>	Need to add Accounts to D_FMS_ACCT Ta
<u>State:</u>	Rejected	<u>Priority:</u>	1. ASAP

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Created By: Operations Support Team

Last Modified: 06/14/03 8:48 PM



CM Data Mart Operations Monthly SLA Metrics Report Deliverable 113.1.1h

Task Order 113 – CM Data Mart Operations

Date Opened: 6/6/2002 4:00:00AM Target Date: 6/7/2002 4:00:00AM
Requestor David Marker, 202-962-06 Assigned: Al Bradley, 202-962-0661

Description:

Need to add Acct_Description column to the D_TXN_MAP table, populate the column with the values from the D_FMS_ACCT table description column, then delete the D_FMS_ACCT table, and finally remove any references to the D_FMS_ACCT table from the Microstrategy reports.

Be sure to do in all environments: dev, test (CMDM and CONV), and prod.

ALSO the following three descriptions were missing in the D_FMS_ACCT table.

101052 Cash Disbursements - ALC005
101072 Cash Disbursements - ALC007
101073 Cash Collections - ALC007

Activity Log:

===== State: Ready_for_Test by:dpan at 6/6/02 3:13:14 PM =====

modifications have been made to d_txn_map in development. table definition and data need to be migrated to test.

Table definition and data have been migrated to test, ready for test.

===== State: Assigned by:emerkel at 6/6/02 2:50:44 PM =====

modifications have been made to d_txn_map in development. table definition and data need to be migrated to test.

ID MPOps00000418 Title: Mega record Year 9 (2002-2003) Ongoing
State: Assigned Priority: 3. Within 15 Bus

Date Opened: 4/8/2003 4:00:00AM Target Date:
Requestor Allen Prodders, 202-377-3 Assigned: Dorothy Pan, 202-962-0725

Description:

Produce an extract of the financial records that are needed to support Mega records. This will be for Year 9 loans. These loans are identified with an "03" in the year portion of the loan id. The period for the extract is from April, 2003 through March, 2004.

Starting with April, 2004 Servicing will want a monthly extract of the current month.

Activity Log:

ID MPOps00000459 Title: end-of-file on coomunication channel error
State: Assigned Priority: 3. Within 15 Bus

Date Opened: 5/28/2003 4:00:00A Target Date: 6/27/2003 4:00:00A
Requestor Andy Cho, 202-377-3493 Assigned: Al Bradley, 202-962-0661

Description:

end-of-file on communication channel' error message appears when executing long running ad-hoc reports in MicroStrategy
This is due to a defect in the 7.2.1 MicroStrategy ODBC Driver for Oracle Wire Protocol, Version 4.00.00.26.

MSTR recommends moving to latest release 7.2.3

Activity Log:

===== State: Opened by:abradley at 5/28/2003 12:10:35 PM =====

Problem cause is MSTR Driver.

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Last Modified: 06/14/03 8:48 PM



Task Order 113 – CM Data Mart Operations

This issue has been fixed in MSTR release 7.2.3.
Investigating effort to move to release 7.2.3.

ID	MPOps00000195	Title:	TROR Reports returning incorrect numbers
State:	Ready_for_Test	Priority:	3. Within 15 Bus
Date Opened:	7/16/2002 4:00:00A	Target Date:	3/16/2003 5:00:00A
Requestor	Eric Merkel, 202-962-0881	Assigned:	Al Bradley, 202-962-0661

Description:

TROR reports (IA - Dollars, IA - Numbers) returning incorrect results when comparing subsequent quarters

Activity Log:

===== State: Ready_for_Test by:abradley at 5/5/2003 10:41:10 AM =====

5/3/03: Numbers metrics corrected 4/27/03. Discovered additional problem with Dollars beg balance metric when doing testing(Al to research), leave SIR open pending resolution.

3/09/03: Migration scheduled for 3/9/03 was not completed. Need to review/modify objects in Test environment and set new migration date.

2/11/03 A Bradley: Changed IA Numbers Report to correct beginning balance and to remove year prompt. Report can now function with a single prompt on quarter. CR will be submitted on 2/11, anticipate move to Prod on 2/23.

Dollar report corrected (metrics not set to outer join on report)

===== State: Ready_for_Test by:abradley at 3/10/2003 10:01:26 AM =====

3/09/03: Migration scheduled for 3/9/02 was not completed. Need to review/modify objects in Test environment and set new migration date.

2/11/03 A Bradley: Changed IA Numbers Report to correct beginning balance and to remove year prompt. Report can now function with a single prompt on quarter. CR will be submitted on 2/11, anticipate move to Prod on 2/23.

Dollar report corrected (metrics not set to outer join on report)

===== State: Ready_for_Test by:abradley at 2/11/2003 9:47:34 AM =====

2/11/03 A Bradley: Changed IA Numbers Report to correct beginning balance and to remove year prompt. Report can now function with a single prompt on quarter. CR will be submitted on 2/11, anticipate move to Prod on 2/23.

Dollar report corrected (metrics not set to outer join on report)

===== State: Assigned by:emerkel at 7/16/02 12:01:34 PM =====

Dollar report corrected (metrics not set to outer join on report)

ID	MPOps00000378	Title:	ReLoad FY03 Demographic Data for Oct &
State:	Closed	Priority:	4. Within 90 Day
Date Opened:	2/11/2003 5:00:00A	Target Date:	3/14/2003 5:00:00A
Requestor	Andy Cho, 202-377-3493	Assigned:	Mark Mandrella, 202-962-0721

Description:

The f_loan and a_demog_month_1 will be reloaded to reflect the updated cohort year mappings. The plan is to use the new cohort year mapping for all of FY03. December reload has been completed. Oct & Nov will be done as part of the aggregations ongoing in the test environment.

Al to run script to add cf20 records into a_demog_month_borr for Oct & Nov when the f_loans are restored.

2/24/02: Al to run PBO > 100k query for October.



Task Order 113 – CM Data Mart Operations

Activity Log:

<u>ID</u>	MPOps00000412	<u>Title:</u>	Expand CMDM Table D_School Attributes
<u>State:</u>	Closed	<u>Priority:</u>	4. Within 90 Day
<u>Date Opened:</u>	3/27/2003 5:00:00A	<u>Target Date:</u>	
<u>Requestor</u>	Jay Main, 301-212-8061	<u>Assigned:</u>	Mark Mandrella, 202-962-0721

Description:

Current DLSS Fice School table passed to CMDM contains data fields for school address and city. These fields need to be filtered thru Informatica an built onto table D_School. MicroStrategy schema to be modified to include query capability.

Activity Log:

===== State: Ready_for_Production by:abradley at 5/22/2003 4:00:00 PM =====

5/22/03

Forwarded export to Jay/Andy/Allen. Jay and Andy confirmed output.
Warehouse Updates moved to Prod.

4/25/03

Attributes will be added to MSTR 4/27. However data load test in Informatica is in progress.

Additional fice_school elements were identified by A. Prodgers.

FICE_DLS_NBR CHAR(6) Y
FICE_OE_REGION_CD CHAR NUMBER Y
FICE_DEFER_ELIG_IND CHAR(1) Y
FICE_DL_PART_CD NUMBER Y

Need to alter the D_SCHOOL table in prod to add the following fields:

Address1 - varchar2(35)
Address2 - varchar2(35)
City - varchar2(25)

===== State: Assigned by:abradley at 4/25/2003 11:15:51 AM =====

4/25/03

Attributes will be added to MSTR 4/27. However data load test in Informatica is in progress.

Additional fice_school elements were identified by A. Prodgers.

FICE_DLS_NBR CHAR(6) Y
FICE_OE_REGION_CD CHAR NUMBER Y
FICE_DEFER_ELIG_IND CHAR(1) Y
FICE_DL_PART_CD NUMBER Y

Need to alter the D_SCHOOL table in prod to add the following fields:

Address1 - varchar2(35)
Address2 - varchar2(35)
City - varchar2(25)

===== State: Assigned by:mmandrella at 4/1/2003 10:42:08 AM =====

Need to alter the D_SCHOOL table in prod to add the following fields:

Address1 - varchar2(35)
Address2 - varchar2(35)
City - varchar2(25)



CM Data Mart Operations Monthly SLA Metrics Report Deliverable 113.1.1h

Task Order 113 – CM Data Mart Operations

ID: MPOps00000425 **Title:** Web Error when printng multi-page report
State: Closed **Priority:** 2. Within 5 Busi

Date Opened: 4/16/2003 4:00:00A **Target Date:** 4/23/2003 4:00:00A
Requestor: Al Bradley, 202-962-0661 **Assigned:** Al Bradley, 202-962-0661

Description:

When Next Block of Pages multiple times, receive page cannot be displayed error message.

Activity Log:

===== State: Assigned by:abradley at 5/29/2003 11:27:44 AM =====

(A. Bradley 5/20/03)

Text added to report description to reccomend exporting to Excel before printing. Adding HTML directly to report is not an option becuase Page-By does not work within a documnet.

(A. Bradley 5/9/03)Identified defect in MSTR Web 7.2.1(technote TN5600-072-0776, MSTR's suggested workaround is already in place, but still not working. Pursure option of adding html text that will direct users to export the Transaction Summary 600 Report to Excel before attempting to print.

===== State: Assigned by:abradley at 5/9/2003 3:22:57 PM =====

(A. Bradley 5/9/03)Identified defect in MSTR Web 7.2.1(technote TN5600-072-0776, MSTR's suggested workaround is already in place, but still not working. Pursure option of adding html text that will direct users to export the Transaction Summary 600 Report to Excel before attempting to print.